AI Hackathon (25th Nov)

- **Problem**: "Analyze Support Cases"
- **Use Case:** In summary, it suggests solutions for Oracle Database (19c version) issues based on the known issues is a smart strategy to optimize technical support, improve team efficiency, and provide a more satisfactory customer experience.

Members

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Solution

We used a Search and Conversation application to create the chat in which users could search for their various questions regarding problems using the Oracle database. The application was trained using a bucket that contains a file with the mapping of problems and solutions. After training, we created a chatbot-linked page with the application where we can ask different questions and obtain accurate answers according to what was trained, as shown in the images below.

← Bucket details

bucket-oracle-questions

Location	Storage class	Public access	Protection
us (multiple regions in United States)	Standard	Not public	None

OBJECTS   CONFIGURATION   PERMISSIONS   PROTECTION   LIFECYCLE   OBSERVABILITY   INVENTORY REPORTS

Buckets > bucket-oracle-questions

UPLOAD FILES   UPLOAD FOLDER   CREATE FOLDER   TRANSFER DATA ▾   MANAGE HOLDS   DOWNLOAD   DELETE

Filter by name prefix only ▾   ⇌Filter   Filter objects and folders

	Name	Size	Type	Created ❔	Storage class	Last modified	Public access ❔	Version history ❔
☐	database-error-messages.pdf	14.7 MB	application/pdf	Nov 26, 2023, 9:32:40 PM	Standard	Nov 26, 2023, 9:32:40 PM	Not public	–

Technologies

- GCP
- Vertex AI
- Cloud Storage
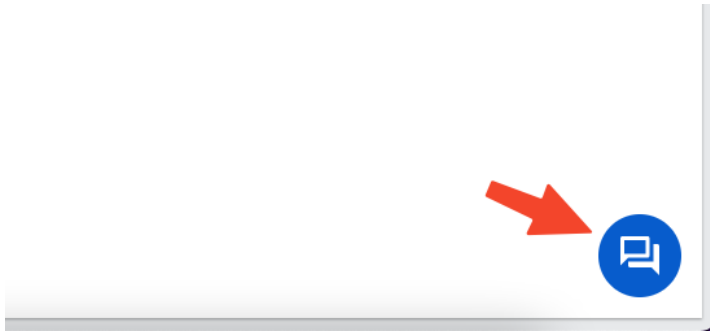- Search and Conversation Application

Dataset Used

Used known issues for Oracle Database
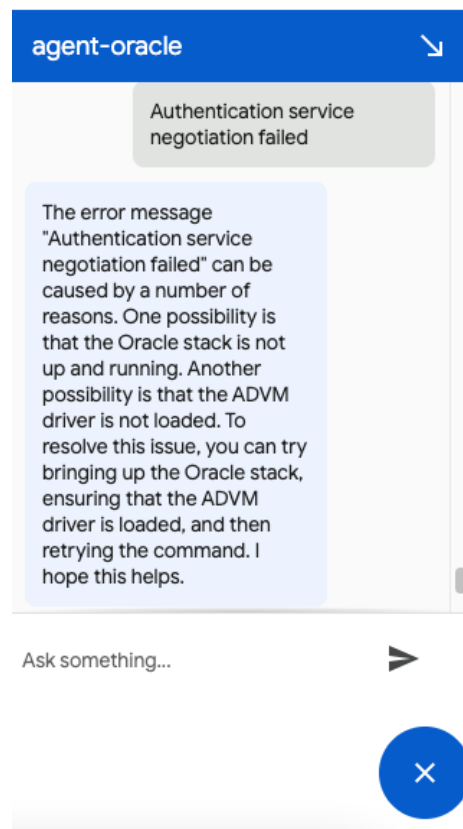https://docs.oracle.com/en/database/oracle/oracle-database/19/errmg/database-error-messages.pdf

How it Works

- Access Website
- Click in the Help icon below:

- Then Support team can describe the issue reported related to "Oracle Database 19c":

○ Ex 1: User described a scenario or issue without error code

agent-oracle

Authentication service negotiation failed

The error message "Authentication service negotiation failed" can be caused by a number of reasons. One possibility is that the Oracle stack is not up and running. Another possibility is that the ADVM driver is not loaded. To resolve this issue, you can try bringing up the Oracle stack, ensuring that the ADVM driver is loaded, and then retrying the command. I hope this helps.

Ask something...

● Ex 2: User reported specific error message

agent-oracle

User reported the error DIA-25159, what can i do?

There are two possible causes: 1. The _LastExtentPointer property of the file was incorrect. 2. The structure identified by the _LastExtentPointer value was not a DATA extent structure. Action: If the ACFS Fixer is currently running, then no further action is needed.

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